



A1 Service Heroes
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April 2, 2020

Fellow Citizens,

As events and restrictions continue to unfold with regards to the novel coronavirus pandemic, I wanted to take a few moments to share an update with you on how we are working to combat the spread of the illness, keep our clients safe, and keep our Heroes ready to serve you in a moments notice. As many of you have experienced, these are trying times. Not just because of the financial restrictions that you may be experiencing, but also because staying self-quarantined at home can be challenging if you're used to being at work, etc.

Because of the mask shortages, we are working to find additional masks for our team members. This is for their safety and for yours. As you can imagine, these can be challenging to locate, and when you do, their limited quantities per purchase to prevent hoarding of the supplies. That said, we've modified how we run our service calls to adapt and continue to provide top-notch service even in these difficult and uncertain times.

Most importantly, we have adopted the "stay at home" policy to the best of our abilities. This policy means that our team has been advised to stay at home as much as possible and to limit their exposure to the general public to the best of their abilities. Just know that we are following CDC Guidelines to the extent possible at all times.

Finally, we want to thank you for sticking by us through these difficult times. While we might ordinarily have over-the-top communication, we would be lying to ourselves, and to you, if we told you that we have the "work from home" thing all figured out. While our tools are cloud based, there are many things that we are not used to. Working from a laptop at your kitchen table is much different than working within our call center during normal business operations.

Should you have any questions regarding our essential services, please contact us at: 760-206-8151 or via email at: info@a1serviceheroes.com

Sincerely,

Greg Granger
President/CEO
Granger's Mechanical Incorporated
dba A1 Service Heroes